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**Department of Consumer and Regulatory Affairs  
2002 Asian and Pacific Islander Initiative Action Plan Annual Report**

**EXECUTIVE SUMMARY**

The Department of Consumer and Regulatory Affairs (DCRA) identified several objectives in its 2002 Action Plan, encompassing translation of materials, diversification of workforce, multicultural training, community partnership, and community outreach. DCRA accomplished many of its objectives, including the following:

- Translated selected business license applications into Korean and Chinese
- Diversified workforce, by hiring a Korean-speaking contact representative in the Business License Center, a Vietnamese-speaking engineer, and a Chinese American to a senior management level position (Deputy General Counsel)
- Implemented process to ensure signs going up in Chinatown would first be approved by the Chinatown Steering Committee
- Formed working partnerships with Vietnamese and Korean vending organizations
- Conducted several Master Business License training sessions for Asian and Pacific Islander (API) business owners

The budget shortfall in mid FY 2002 made it very difficult to fulfill some of the objectives set forth in the 2002 Action Plan. DCRA and all other District agencies faced daunting budget cuts that will continue into FY 2003.

DCRA's community partners in carrying out the 2002 Action Plan included:

Chinatown Steering Committee  
DC Roadway Vendor Association, LLC (Korean vendors)  
DC Roadway Vendors Association, Inc. (Vietnamese vendors)  
Korean American Business Association

DCRA's 2003 Action Plan includes some carryover items from the 2002 Plan, such as the translation of the Housing Regulation Administration's Tenant Guide into Vietnamese, and the translation of the Master Business License application into Korean and Chinese. Additionally, DCRA plans to conduct a customer service training session focusing on serving LEP customers, to conduct Master Business License training sessions for API small business groups such as dry cleaners, convenience stores and nail salons, and to continue outreach to API vendors.

## INTRODUCTION

The Department of Consumer and Regulatory Affairs (DCRA) is the District of Columbia's regulatory agency. DCRA ensures the health, safety, and economic welfare of District residents through licensing, inspection, compliance, and enforcement programs.

DCRA regulates business activities, land and building use, construction safety, historic preservation, rental housing and real estate, alcoholic beverage control, and occupational and professional conduct within the District. DCRA takes legal action against businesses and individuals who violate District laws, and works to prevent the occurrence of illegal, deceptive, and unfair trade practices through education and public awareness programs.

DCRA consists of three operating administrations, Building and Land Regulation Administration, Business and Professional Licensing Administration, and Housing Regulation Administration, as well as several administrative support offices. In addition, the Department provides administrative support to the Rental Housing Commission and numerous regulatory boards.

The following are DCRA's Strategic Goals for FY 2003:

- Goal 1 – Ensure Services Are Provided in a Thorough, Timely and Efficient Manner
- Goal 2 – Improve Service Delivery to Customers Both External and Internal
- Goal 3 – Strengthen Neighborhood Service Delivery
- Goal 4 – Maintain an Efficient and Effective System for Issuing Building Permits and Certificates of Occupancy
- Goal 5 – Ensure Compliance with the Master Business License Program Requirements
- Goal 6 – Develop, Implement and Improve Compliance Strategies
- Goal 7 – Increase DCRA Services Available Over the Internet
- Goal 8 – Ensure Alignment and Sufficiency with Goals and Objectives

These goals will require the participation of all program areas and personnel to fulfill.

## **ACCOMPLISHMENTS/OUTSTANDING TASKS**

### **Objective 1: Translation**

The following business license applications have been translated into Korean and Chinese:

Alcoholic Beverage Control License

Delicatessen

Grocery Store

Restaurant

These license applications are available upon request in DCRA's Business License Center, located at 941 N. Capitol Street, NE, Room 1100.

The following notice has been translated into Vietnamese:

Notice of Housing Inspection

Outstanding materials to be translated include the Housing Regulation Administration's Tenant Guide (Vietnamese) and the Master Business License application (Chinese and Korean). The anticipated completion date is September 31, 2003.

### **Objective 2: Diversifying Workforce**

DCRA has a total of 9 Asian and Pacific Islander employees. See attached chart.

### **Objective 3: Multicultural Training**

Due to budget constraints, DCRA was unable to provide multicultural training to staff.

### **Objective 4: Community Partnership**

DCRA's community partners include:

Chinatown Steering Committee

Contact: Mr. Duane Wang

3721 Jocelyn Street, NW

Washington, DC 20015

Korean American Business Association

5319 East Capitol Street, SE

Washington, D.C. 20019

DC Roadway Vendor Association, LLC  
 Contact: Mr. Sang Park  
 7517 Little River Turnpike, Suite 930  
 Annandale, VA 22003  
 (703) 941-7395

DC Roadway Vendor Association, Inc.  
 Contact: Mr. Lap Thai Phan  
 4120 Mangalore Drive, #101  
 Annandale, VA 22003  
 (703) 914-0632

**Objective 5: Community Outreach**

<b>Date(s)</b>	<b>Event</b>
10/1/01 and 6/18/02	Met with Korean American Chamber of Commerce to discuss vending issues.
11/14/01	Participated in the Mayor's AAPI Community Fair (set up information booth and conducted Master Business License seminar).
3/13/02; monthly thereafter	Had initial meeting with Chinatown Steering Committee to ensure new signs going up in Chinatown would first be approved by CSC; designated Permit Center Manager to attend monthly meetings.
4/23/02 and 8/1/02	Conducted Master Business License seminars for API merchants.
6/10/02	Met with Vietnamese Vendors Association to discuss vending issues.

## **FUTURE PLAN**

DCRA's 2003 Action Plan includes some carryover items from the 2002 Plan, such as the translation of the Housing Regulation Administration's Tenant Guide into Vietnamese, and the translation of the Master Business License application into Korean and Chinese. Additionally, DCRA plans to conduct a customer service training session focusing on serving LEP customers, conduct Master Business License training sessions for API small business groups such as dry cleaners, convenience stores and nail salons, and to continue outreach to API vendors.

## **APPENDICES**

- I. TRANSLATED DOCUMENTS
- II. TABLE OF DCRA API EMPLOYEES
- III. LIST OF DCRA COMMUNITY PARTNERSHIPS